

Executive Director Lead: Melanie Wilkey
 Commissioning Lead: Amy Lewis
 Commissioning Team: Women and Children
 Date of last Escalation Meetings: 2/12/25
 Date Last Reviewed by Quality Safety, Outcome Committee: 06/10/25

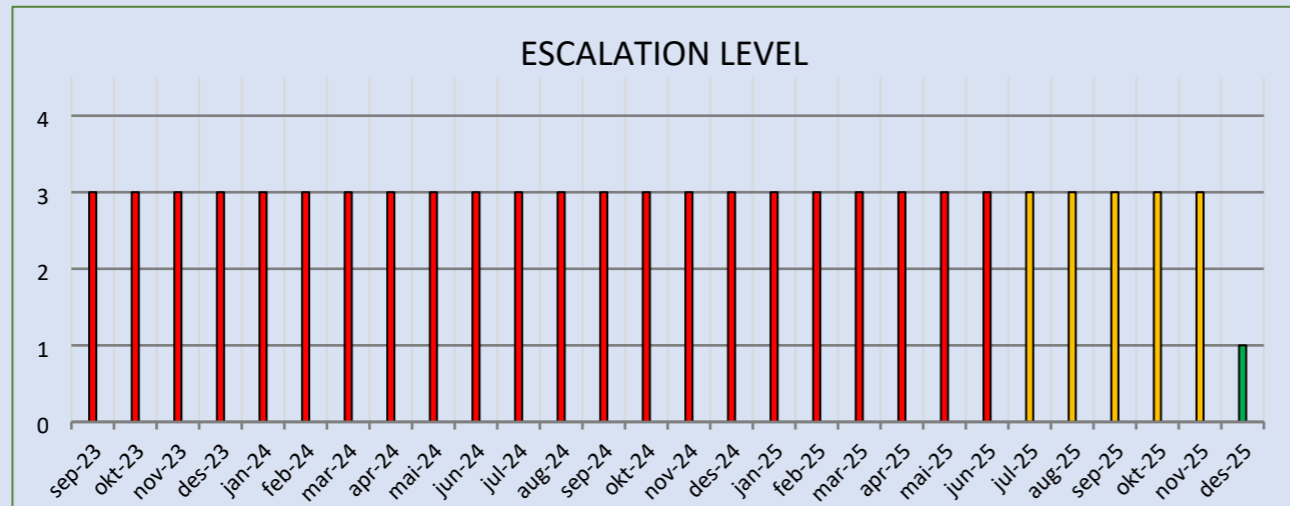
Service in Escalation: Neonatal Intensive Care Unit

Current Escalation Level 1

Escalation Trend Level

Trend	Rationale	Current Trend Level
↓	Escalation level lowered	↓ December 2025
↔	Escalation remains the same	
↑	Escalation level escalated	

Escalation Trajectory:



Escalation History:

Date	Escalation Level
November 2023	3

Rationale for Escalation Status:

High levels of cot closures reported across all three levels of care, blood stream infection rates and progress implementing the new cot configuration.

Background Information:

There are currently two risks on the CRAF relating to Neonatal services at Cardiff and Vale UHB, lack of cot availability due to workforce and the service being a negative outlier status for blood stream infections, on the National Neonatal Audit Programme (NNAP). Limited progress has also been made against implementing the workforce required to support the cot configuration.

NWJCC assurance and confidence level in developments:

A Paediatric and Neonatal Escalation Reset Meeting took place on the 18th September 2024 to gain an understanding from the health boards perspective of process made and identify any outstanding actions. Joint Actions/Objectives agreed and monthly meetings agreed thereafter.

15th January and 18th March 20th May 1st July escalation meeting and progress acknowledged. Decision made service to remain at escalation level 3 as more data required ensuring that the improved position is sustained prior to considering de-escalation. Conversations ongoing regarding implementing phase 1, both internally in the JCC and with the health board.

Actions:

Action	NWJCC Lead	Action Due Date	Completion Date
Working with C&V UHB executive team to develop a plan to implement new baseline as all other HBs are in a position to go live	Director of Planning	16 th August 2024	See comment in development section
Re-set meeting to discuss and agree actions/objectives in collaboration with the health board	Senior Planning Manager	18 th September 2024	18 th September 2024
Escalation meeting to discuss detail and progress against action plan (every 6 weeks)	Head of Commissioning	-	2 nd December 2025

On 4th September the Cabinet Secretary for Health and Social Care has commissioned an all-Wales assurance assessment of maternity and neonatal services to assess the safety and quality of the services. In addition an internal workshop to discuss Phase 1 progression and the funding matters has taken place on the 22nd October 2025. As a result a decision was made that the work required to progress the cot configuration work as part of the escalation process would be stood down and form part of the National work going forward.

An escalation meeting with the service took place on the 12th December and the dashboard data presented noting the service was no longer an outlier for neonatal infection nor mortality. To review the dashboard data and if there is sustained improvement. As a result the service was de-escalated to level 1 and the Health Board was formally informed on 5/12/25

Additional Issues/Risks:

May 24 - Through quarterly assurance meetings with all neonatal units in the South & West of Wales it has been reported that there has been increased pressure across the network for cot availability

July 24 - Temporary closure of Princess of Wales (PoW) Maternity and Neonatal unit for essential maintenance work from September to December.

Executive Director Lead: Melanie Wilkey
 Commissioning Lead: Emma King
 Commissioning Team: Cardiac
 Date of Escalation Meetings:
 Date Last Reviewed by Quality Safety
 Outcome Committee: 6/10/25

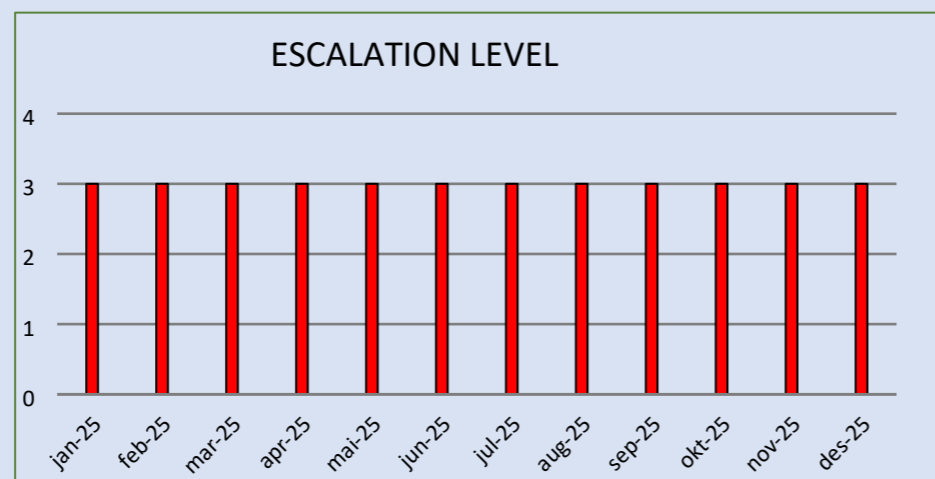
Service in Escalation: Bariatrics

**Current
Escalation
Level 3**

Escalation Trend Level

Trend	Rationale	Current Trend Level
↓	Escalation level lowered	↔ September 2025
↔	Escalation remains the same	
↑	Escalation level escalated	

Escalation Trajectory:



Escalation History:

Date	Escalation Level
January 2025	3

Rationale for Escalation Status :

Update April 2025 – The process for the escalation of the Salford obesity surgery service to Level 3 of the NWJCC Escalation Framework was initiated in December 2024 and endorsed by the NWJCC Senior Leadership Team in January 2025. The service has been subject to formal escalation arrangements due to our long-standing concerns with the obesity surgery waiting list and activity levels.

Background Information:

The process for the escalation of the Salford obesity surgery service to Level 3 of the NWJCC Escalation Framework was initiated in December 2024 and endorsed by the NWJCC Senior Leadership Team in January 2025.

NWJCC assurance and confidence level in developments:

Low - A letter was sent to Salford in February informing them of the escalation and process (with no response being received). A chasing communication was sent by the Director of Commissioning for Specialised Services in April 2025. A follow up letter was sent in September 2025 (from the NWJCC Chief Commissioner) to Salford requesting an urgent response to the escalation letter and confirmation of a named Executive Lead from Salford Royal

Correspondence was received from Salford on 25 September 2025 to serve notice of 6 months on the contract for bariatric services. **Work will progress to look**

Actions:

Action	NWJCC Lead	Action Due Date	Completion Date
Escalation endorsed by SLT	Director of Commissioning	Jan 25	Jan 25
Escalation letter sent to Salford	Director of Commissioning	Feb 25	Feb 25
Follow up email sent to Salford	Director of Commissioning	April 25	April 25
Head of Commissioning for Cardiac has contacted the Commissioning Lead for Obesity Services (Greater Manchester ICB) in NHSE	Head of Commissioning	July 25	July 25

at alternative commissioning options and ensuring patients currently on the waiting list are not adversely affected by this change.	SBUHB to provide service for 15 patients from this catchment area	Head of Commissioning	March 26	March 26
	A follow up letter has been sent to Salford requesting an urgent response to the escalation letter	Director of Commissioning	September 25	September 25
	A letter has been sent to BCUHB informing them of the Salford position.	Director of Commissioning	November 25	November 25
	A formal letter will be sent to the Salford (NCA) requesting a treatment plan for the patients currently on the waiting list; and a further request for the named NCA Executive Lead to continue with NWJCC escalation process.	Director of Commissioning	December 25	December 25
	Explore other commissioning options	Head of Commissioning	December 2025	March 26

Issues/Risks:
September 25 – Notice served by Salford requires alternative provision to be sought before 1st April 2026.

Executive Director Lead: Melanie Wilkey
 Commissioning Lead: Krysta Hallewell
 Commissioning Team: Neuro sciences

Service in Escalation: Specialist Auditory Implant Device Service

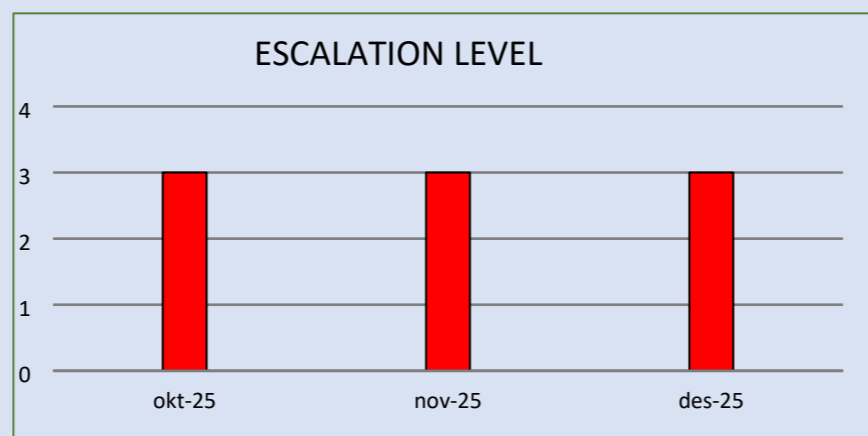
Date of Escalation Meetings: 03/12/25
 Date Last Reviewed by Quality Safety
 Outcome Committee: N/A

Escalation Trend Level

Trend	Rationale	Current Trend Level
↓	Escalation level lowered	↔ December 2025
↔	Escalation remains the same	
↑	Escalation level escalated	

Current Escalation Level 3

Escalation Trajectory:



Escalation History:

Date	Escalation Level
October 2025	3

Rationale for Escalation Status : Due to the lack of progress made against the actions monitored through the quarterly Service Performance Management meetings since January 2024, and the RTT position against the specific ministerial target for this patient population, the Neurosciences, Long Term Conditions and Rare Conditions Commissioning Team recommends placing the service into Level 3 - 'Escalated Measures' as the service requires significant action/improvement requiring Executive level input.

Background Information:

The process for the escalation of the Cardiff and vale Specialist Auditory Implant Device Service to Level 3 of the NWJCC Escalation Framework was initiated in October 2025 and endorsed by the NWJCC Senior Leadership Team.

NWJCC assurance and confidence level in developments:

Low - A letter was sent to Cardiff and Vale UHB informing them of the escalation and process. An action plan, trajectory and timescale will be agreed at the initial escalation meeting on the 3rd December 2025.

There has been a delay in arranging the first meeting. The NWJCC wrote to CAVUHB on the 6th October 25, CAVUHB did not confirm their Executive Lead, delays due to CAVUHB availability.

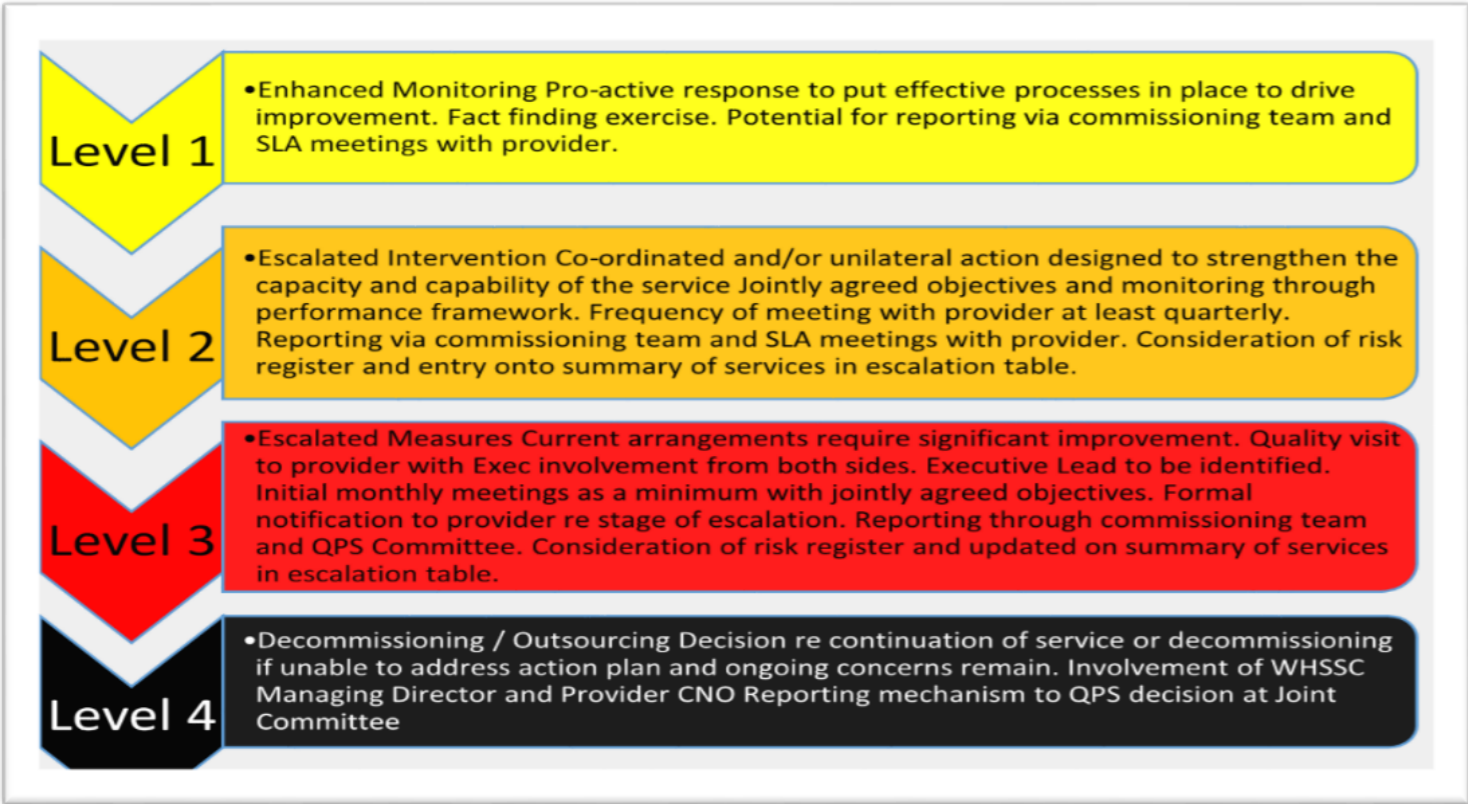
Actions:

Action	NWJCC Lead	Action Due Date	Completion Date
Escalation endorsed by SLT	Director of Commissioning	Oct 25	Oct 25
Escalation letter sent to CVUHB	Director of Commissioning	Oct 25	Oct 25

Issues/Risks:

Level 1 ENHANCED MONITORING	<p>Any quality or performance concern will be reviewed by the Commissioning Team. Enhanced monitoring is a pro-active response to put effective processes in place to drive improvement. It is an initial fact finding exercise which should ideally be led by the provider and closely monitored and reviewed by the commissioning team. The enquiry will lead to one of the following possible outcomes:</p> <ul style="list-style-type: none"> • No further action is required routine monitoring will continue. The concern which raised the indication for inquiry will be logged and referred to during the routine monitoring process to ensure this has not developed any further. • Continued intervention is required at level 1 and a review date agreed. • Escalation to Level 2 if further intervention is required <p>There is the potential for reporting via commissioning team report to Quality Patient Safety Committee and through SLA meetings with provider</p>
Level 2 ESCALATED INTERVENTION	<p>Escalated intervention will be initiated if Level I Enhanced Monitoring identifies the need for further investigation/intervention. There should be a Co-ordinated and/or unilateral action designed to strengthen the capacity and capability of the service. At this stage there should be jointly agreed objectives between the provider and commissioner and monitored through the relevant commissioning team. Frequency of meeting with provider should be at least quarterly and possible interventions will include</p> <ul style="list-style-type: none"> • Provider performance meetings • Triangulation of data with other quality indicators • Advice from external advisors • Monitoring of any action plans <p>A risk assessment should be undertaken, and logged on the Commissioning Team Risk Register. Where appropriate the risk will be included on the JCC Risk Management Framework. Reporting is via commissioning team report to Quality Patient Safety Committee report and SLA meetings with provider. The investigation will lead to on to the following possible outcomes:</p> <ul style="list-style-type: none"> • Action plan and monitoring are completed within the allocated timeframe, evidence of progress and assurance the concern has been addressed. De-escalation to Level 1 for ongoing monitoring. • If the action plan is not adhered to and further concerns are raised by the Commissioning team or by the provider team or further concerns are identified it may be necessary to move to Level 3 Escalated Measures
Level 3 ESCALATED MEASURES	<p>Where there is evidence that the Action Plan developed following Level 2 has failed to meet the required outcomes or a serious concern is identified a service will be placed in escalated Level 3. At this stage the quality of the service requires significant action/improvement and will require Executive input. In addition to routine reporting through QPS a formal paper will be considered by the JCC Corporate Directors Group (CDG) and an Executive Lead nominated. Formal notification will be sent to the provider re the Level of escalation and a request made for an Executive lead from the provider to be identified. An initial meeting will be set up as soon as possible dependant on the severity of the concern. Meetings should take place at least monthly thereafter or more frequently if determined necessary with jointly agreed objectives.</p> <p>Provider representation will depend on the nature of the issue but the meetings should ideally comprise of the following personnel as a minimum:</p> <ul style="list-style-type: none"> • Chair (JCC Executive Lead) • Associate Medical Director - Commissioning Team • Senior Planning Lead - Commissioning Team • JCC Head of Quality • Executive Lead from provider Health Board/Trust • Clinical representative from provider Health Board/Trust • Management representative from provider Health Board/Trust An agreed agenda should be shared prior to the meeting with a request for evidence as necessary. <p>At the conclusion of the meeting a clear timeline for agreed actions will be identified for future monitoring and confirmed in writing if appropriate. Reporting will be through commissioning team to QPS Committee. Consideration of entry on the risk register and summary of services in escalation table for Chairs report to Joint Committee. Consideration to involve and have a discussion with Welsh Government may be considered appropriate at this stage. If there is ongoing concern relating patient care and safety with no clear progress then further escalation will be required to Level 4. On the other hand if progress is made through the escalation Level 3 evidence of this should be presented to CDG/QPS and a formal decision made with the provider to de-escalate to Level 2.</p>

<p>Level 4 DECOMMISSIONING/OUTSOURCING</p>	<p>Where services have been unable to meet specific targets or demonstrate evidence of improvement a number of actions need to be considered at this stage. This stage will require notification and involvement of the JCC Managing Director and CEO from the provider organisation. Both Quality Patient Safety Committee and Joint Committee should be cited on the level of escalation.</p> <p>The following areas will need to be considered and the most appropriate sanction applied to help resolve the issue:</p> <ol style="list-style-type: none"> 1. De-commissioning of the service 2. Outsourcing from an alternative provider. This may be permanent or temporary 3. Contractual realignment to take into account the potential need to maintain and agree an alternative provider. <p>Involvement with Welsh Government and the Community Health Council is critical at this stage as often there are political drivers and levers that need to be considered and articulated as part of the decision making. Moving in and out of escalation and between Levels In addition to the Levels described above the process has introduced a traffic light guide within each level. The purpose of this is to help demonstrate the direction of travel within the level. It sets out an approach to help identify progress within the level and lays out the steps required for movement either upwards (escalation) or downwards (de-escalation) through the level.</p> <p>At every stage a red, amber or green colour will be applied to the level to illustrate whether more or less intervention is in place. Red being a higher level of intervention moving down to green. It will also help determine the easing of the escalated measures described and inform movement within the stages of escalation. As the evidence and understanding of the risks from a provider and commissioner become evident decisions can be made to reduce the level of intervention or there may be a need to reintroduce intervention should conditions worsen and trigger the re-introduction of measures if progress is unacceptable. In this way organisations will be able to understand what is being asked of them, progress will be easily identified and it will help avoid any confusion. It will also help in the reporting to provide assurance that action is being taken to meet the agreed timescales.</p>
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SERVICES IN ESCALATION

